## BELLSOUTH

BollSouth Interconnect	on Services Fecsimile
Frem Department Address	ATAT Regional Account Team 1980 West Exchange Place Suite 200 Tucker, GA 30084
Telephone number Fax number	770-492-7550 770-492-9412
Ta Telephone number Fax number	Pam Nelson 404-910-3100 404-810-3131
Sterre meeting	from 9/8 Order
If this fax is not receive	ed in good order, please contact the sender listed above.
Date 9/15	Total number of pages

## ERRORS THAT WILL STOP THE PROCESSING OF A SERVICE REQUEST

Pending
Service
Orders

When LESOG goes out to get the existing record and finds that there are existing pending service orders on the account, LESOG will not process a new service order. This will fall to the center for manual handling /clarification.

## Disconnected Account

When LESOG goes out to get the existing record and finds that the End User Account is in Final Status, whether due to a Disconnect or an outside move of service, or a Number Change, no service order will be processed.

### Skeletal Records Only

When LESOG goes out to get the existing record and finds that the Account is Skeletal Records Only, as in the case of an account that is billed to another account or an order to establish service is pending, but not posted.

### **Missing Data**

When any critical data; i.e., Telephone Number, Address, Listed Name is missing from the LSR, the service order can not be issued..

### Invalid NPA NXX

If the NPA NXX assigned does not match the address on the LSR, LESOG can not process a service order.

The above input errors or system encounter errors are the most critical that we can think of that will stop the processing of a service request. There is not a existing list of these type errors. The above input is a collective effort on the part of Maggie Smith and myself. If you have any questions, please call me at 404 927-7391.

**Cherry Smith** 

# **ATTACHMENT 35**

**Beverly Simmons** 

AT&T
Promenade II
Room 12N08
1200 Peachtree St., NE
Atlanta, GA 30309
404 810-4932

September 24, 1997

Margaret Garvin
BellSouth Interconnection Services
1960 West Exchange Place
Tucker, GA 30084

Dear Margaret:

This letter outlines some outstanding questions concerning the ordering process that we have been trying to resolve since May 2, 1997.

There are several questions concerning the LEO Guide and information which seems to be incorrect in the guide or not included at all. We have several questions about ordering Custom Ring.

Question - Is the Ringing Pattern switch dependent as indicated on the matrix in the LEO guide dated 4/97? or Can the customer select Ringing Pattern as indicated in the LEO guide dated 7/97?

Current process for Custom Ring service in conjunction with Remote Call Forwarding: Custom Ring 1 & 2 - AT&T is sending FD (Feature Detail) of 'All' to call forward TNs 1 & 2. Custom Ring (main number) - AT&T is sending FD (Feature Detail) of 'Main' to call forward main TN only.

Interim Process: BellSouth will accept FD of 'All', and write order with 'GOER' FID.

BellSouth will accept FD of 'Main' and write order with MCIF FID.

Note: On 9/15/97 Pat Rand indicated that the GOER FID was used for central office EWSD only.

Question - Is the GOER FID used in all central offices?

Question - If the customer makes a change to remove Call Forwarding - would AT&T resend Custom Ring USOC with FID hanging off? or send Custom Ring USOC without FID?

What are the EDI labels when there's Feature Detail? Do we include a virgule or a space?

Remote Call Forwarding - PIN/PID Number - In Phase I BellSouth is assigning PIN/PID, and returning it in retained remarks on 865 completion transaction. BellSouth is indicating there's a security issue when providing PIN/PID in retained remarks.

Waiting for response -Pat Rand was going to verify the service order edit system to make sure that BellSouth wouldn't change the PIN/PID number if AT&T provided it.

If AT&T agrees to provide the PIN number, we would send on the initial order (850). If a customer calls AT&T to reset their PIN number, AT&T would call BellSouth as opposed to issuing a service order. We can't implement a process for PIN/PID until these questions are answered.

Please provide a response no later than September 25, 1997.

Sincerely,

Beverly Simmons

# **ATTACHMENT 36**

AT&T Promenade II Room 12N08 1200 Peachtree St., NE Atlanta, GA 30309 404-810-4932

September 25, 1997

#### Dear Margaret:

The letter outlines several questions concerning the availability of tandem switching and suspend restore service.

#### **Tandem Switching:**

If a customer requests a feature that's not available in the particular switch, will BellSouth provide tandem switching so that the feature can be provided from another BellSouth switch?

Example: Customer's TN 404-289-0000, he's requesting Caller ID Deluxe.

Checking P/SIMS Caller ID Deluxe isn't available in that switch. Customer is insistent that we make this particular feature available. BellSouth's record indicate that this feature is available in a nearby switch or that the feature will be available in the next 30 days.

Would BellSouth provide the requested service using Tandem switching or move the availability date up to meet customer's need? If yes, how does AT&T communicate the request?

### Suspend Restore Service:

AT&T was advised that service suspension of a line applies to local and toll.

Does BellSouth offer different levels of suspension? Example: Request toll calls be denied by the local switch for a particular subscriber.

Does Quick Serve for E911 apply with service suspension?

What is the announcement message callers receive (hear)?

Please provide a response no later than Friday, September 26, 1997.

Sincerely,

Beverly Simmons

# **ATTACHMENT 37**

#### **ATTACHMENT 37**

### AT&T'S ATTEMPTS TO OBTAIN THE INTERFACES, SPECIFICATIONS AND BUSINESS RULES NECESSARY FOR THE ORDERING OF UNE COMBINATIONS

Establishment of specifications for access to UNE combinations is particularly important to AT&T, because UNE combinations are a critical part of AT&T's business plan for offering local exchange service in the BellSouth region, as Mr. Crafton describes in his affidavit. AT&T has repeatedly asked BellSouth to provide interfaces for UNE combinations, including the specifications and business rules that AT&T needs to use the interfaces.¹ Despite those requests, BellSouth has not provided AT&T with the interface design specifications that it will use to provide OSS access, and it has refused to commit to the business rules that it will use in accepting orders for UNE combinations. Further, even when AT&T has been able to obtain information from BellSouth, the value of that information has been subsequently negated by BellSouth's unilateral changes to specifications and business rules.

In a series of UNE combination implementation meetings with BellSouth, AT&T has diligently sought to obtain: (1) BellSouth's cooperation in developing an "eyechart" that would establish business requirements and business rules used to define EDI mapping for ordering UNE combinations, which in turn would allow AT&T to develop its internal systems so that local orders could be properly transmitted to BellSouth; and (2) BellSouth's commitment to support the

<sup>&</sup>lt;sup>1</sup> See Attachment 37a (April 2, 1997 Letter from James S. Hill to Robert Echols).

value "M" in the "REQTYP" field on its Local Services Request ("LSR") form, which would enable AT&T to order UNE combinations via the EDI interface (the required "specifications").<sup>2</sup>

After an April 7, 1997 meeting, AT&T Negotiations and Implementation Manager James Hill asked BellSouth to confirm his understanding that (1) BellSouth and AT&T would complete and agree to an eyechart by April 28, 1997; (2) by May 1, 1997, BellSouth would be capable of receiving UNE combination orders via EDI; and (3) that orders for the UNE combinations known as the "UNE platform" could be placed by populating with an "M" the REQTYP field of BellSouth's LSR form.<sup>3</sup> To date, BellSouth still has not committed to the business rules set forth in AT&T's eyechart, and it has refused to support the value "M" necessary to place orders for the UNE platform via the EDI interface.<sup>4</sup>

Initially, development of the eyechart was delayed by BellSouth's failure to bring qualified Subject Matter Experts ("SMEs") to AT&T/BellSouth UNE platform meetings, and by its continuous rescheduling of conference calls and meetings. On May 12, 1997, AT&T Negotiations and Implementation Manager James Hill chronicled these delays to BellSouth

<sup>&</sup>lt;sup>2</sup> AT&T has pursued only the EDI interface for UNE combination orders because (1) the LENS interface requires manual processing of all UNE combination orders once they are received by BellSouth, and (2) the EXACT interface is designed for ordering infrastructure such as trunks.

<sup>&</sup>lt;sup>3</sup> See Attachment 37b (April 10, 1997 Letter from James S. Hill to Robert Echols).

<sup>&</sup>lt;sup>4</sup> It is necessary to use the value "M" to place UNE-combination orders via the EDI interface because, as established by the OBF guidelines, the value "M" differentiates the port/loop combination from other orders such as for resale or individual UNEs.

Account Executive Robert Echols and impressed upon him the urgency of AT&T's UNE platform planning.<sup>5</sup>

Although BellSouth resolved to address AT&T's concerns regarding UNE platform entry "as soon as possible," delays and cancellations continued. After failing to make EDI available for UNE combination orders on May 1, 1997 (or on revised May 11 and May 15, 1997 deadlines), in a May 29, 1997 meeting, BellSouth informed AT&T that the REQTYP value of "M" was not yet available, and that therefore EDI could not be used for UNE platform orders. Further, on June 3, 1997, BellSouth canceled a critical June 4, 1997 UNE platform EDI eyechart meeting and proposed rescheduling the meeting for June 12, 1997, with a follow-up meeting to be held on June 25, 1997. Although BellSouth contended that the delay was necessary because AT&T had submitted a scenario eyechart (a description of the data elements that are required or optional for a specific order and service type) to BellSouth one day late and because the scenario eyechart was lengthy and difficult to read, it also admitted that the delay was in part occasioned because BellSouth had too many "internal issues" to resolve before it could meet with AT&T. Moreover, none of BellSouth's proffered reasons for cancellation justified the magnitude of the delay.

To keep the negotiations moving, AT&T reluctantly agreed to BellSouth's proposed revised schedule of meetings as "worst case dates," but it urged BellSouth to hold full-

<sup>&</sup>lt;sup>5</sup> See Attachment 37c (May 12, 1997 Letter from James S. Hill to Robert Echols).

<sup>&</sup>lt;sup>6</sup> See Attachment 37d (May 28, 1997 Letter from Robert Echols to James S. Hill).

<sup>&</sup>lt;sup>7</sup> See Attachment 37e (June 4, 1997 Letter from Pamela Nelson to Terrie Hudson).

day, face-to-face meetings and to continue work through the week and weekend if final closure to the eyechart was not obtained in the June 25, 1997 meeting.<sup>8</sup>

At the June 25, 1997 BellSouth/AT&T meeting, BellSouth SMEs finally reviewed the eyechart in detail, and AT&T and BellSouth agreed, *inter alia*, (i) on negotiated business rules based on BellSouth's April 1997 Local Exchange Ordering Implementation Guide; (ii) on the data values contained in the eyechart; and (iii) that BellSouth would make available by December 15, 1997 the value of "M" in the REQTYP field identification of the EDI Local Service Request form to allow AT&T to order the combination of UNEs known as the UNE platform. Two days after this meeting, James Hill sent a letter to BellSouth Account Executive Marcia Moss, setting forth AT&T and BellSouth's June 25, 1997 joint resolution of issues. Emphasizing the critical nature of these issues to AT&T, Mr. Hill asked BellSouth to confirm its agreement by signing and returning the letter to AT&T by June 30, 1997. The setting is agreement by signing and returning the letter to AT&T by June 30, 1997. The setting is agreement by signing and returning the letter to AT&T by June 30, 1997. The setting is agreement by signing and returning the letter to AT&T by June 30, 1997. The setting is agreement by signing and returning the letter to AT&T by June 30, 1997.

The progress made at the June 25, 1997 meeting proved illusory. In a voice-mail message to James Hill on June 30, 1997, Ms. Moss confirmed that the content and language of the letter corresponded to her understanding of the agreement, but stated that she could not immediately fax the letter with her signature because she was working at home. On July 2,

<sup>&</sup>lt;sup>8</sup> See Attachment 37f (June 9, 1997 e-mail from James S. Hill to Marcia Moss).

<sup>&</sup>lt;sup>9</sup> See Attachment 37g (June 27, 1997 Letter from James S. Hill to Marcia Moss).

<sup>&</sup>lt;sup>10</sup> <u>Id.</u>

<sup>&</sup>lt;sup>11</sup> <u>See</u> Attachment 37h (June 30, 1997 Telephone Log of James S. Hill, transcribing voice mail message from Marcia Moss).

1997, BellSouth advised AT&T that the letter had been sent to BellSouth's legal department for review 12

When AT&T had still not received the executed letter from BellSouth by July 29, 1997, James Hill again wrote to BellSouth and asked that the letter be signed and forwarded to AT&T by August 1, 1997. In an undated letter received by facsimile on August 7, 1997, BellSouth Sales Director Margaret Garvin responded that the UNE platform EDI requirements embodied in the eyechart were developed by AT&T "to assist [AT&T] in building your requirements and relating those requirements to your systems developers." She further stated, "BellSouth does not use these eyecharts that you develop for our requirements." She acknowledged that BellSouth agreed to assist AT&T by reviewing the eyecharts and that Marcia Moss had agreed that the letter "did correctly reflect some of the answers/issues addressed during the review of the eyecharts." Ms. Garvin concluded, however, that "it is inappropriate for BellSouth to sign an agreement based on your internal requirements documents and we will not do so." 14

BellSouth's refusal to execute this letter effectively negated the progress made during the June 25, 1997 meeting toward developing business rules and specifications needed to support the placement of UNE combination orders over the EDI interface. BellSouth's rationalization for refusing to execute the letter was totally unjustified, because -- as explained to BellSouth by James Hill -- the UNE combination eyechart represented mutually agreed-upon

<sup>&</sup>lt;sup>12</sup> See Attachment 37i (July 29, 1997 Letter from James S. Hill to Margaret Garvin).

<sup>&</sup>lt;sup>13</sup> <u>Id.</u>

<sup>&</sup>lt;sup>14</sup> See Attachment 37j (August 7, 1997 facsimile from Margaret Garvin to Jim Hill).

System requirements, which were based on BellSouth's own April 1997 Local Exchange Ordering Guide. BellSouth's failure to agree to the business rules and requirements embodied in the eyechart thus deprived AT&T of any assurance that it is developing a functional electronic interface to BellSouth or that it will be able to obtain UNE combination order flow between AT&T and BellSouth.

Moreover, in refusing to execute the June 27, 1997 letter, BellSouth abandoned its prior commitment to support the value of "M" in the REQTYP field of the EDI LSR form. In a September 15, 1997 meeting with AT&T, BellSouth made its new position explicit, by informing AT&T that its December 15, 1997 version of EDI would not support the value "M" in the REQTYP field. Moreover, in the present filing, Mr. Stacy acknowledges that BellSouth would have to develop further its interfaces to accommodate UNE combinations, and flatly states, "Since BellSouth is pursuing its legal disagreement with the FCC position on providing UNE combinations as a matter of law, we ... have not yet undertaken such development." Stacy OSS Aff., ¶ 60. Without the availability of the value "M" in the REQTYP field, AT&T cannot order UNE combinations via the EDI interface, and it cannot effectively enter the market via the UNE platform. See fn. 4, supra.

<sup>15</sup> See Attachment 37k (August 25, 1997 Letter from James S. Hill to Margaret Garvin).

# **ATTACHMENT 37a**

Issue:

UNE Platform meeting with BellSouth March 31, 1997

Date:

April 02, 1997

Place:

1200 Peachtree Street, NE

Addressees/Participants:

To:

Robert Echols - BellSouth Account Executive

CC:

Jessica Dickerson - BellSouth

Pam Nelson - AT&T Barbara Jenkins - AT&T Jill Williamson - AT&T

Notes:

Follow up letter regarding discussion and action items

**Submitted By:** 

Name:

James S. Hill

Telephone:

404-810-4929

Organization:

LIAM



James S. Hilli Negotiations & Implementation Manager

Room 12N13 Promenade II 1200 Peachtree St. NE Atlanta, GA 30309 404 810-4929

April 2, 1997

Mr. Robert Echols
BellSouth Telecommunications, Inc.
Account Executive
Suite 410
1960 W. Exchange Place
Tucker, Georgia 30084

#### Robert,

As a follow up to our meeting on Monday, March 31, 1997, this letter is a recap of our discussion and action items. As discussed, AT&T would like to begin testing the pre-ordering, ordering, provisioning, maintenance, billing and account maintenance processes and systems that BellSouth has put in place to allow AT&T to offer local exchange service using unbundled network elements, including the Unbundled Network Element Platform (UNE-P). The common unbundled elements are: transport (both common and dedicated), signaling systems (including signaling links, signal transfer points and associated call related databases), tandem switching, operator services and directory assistance.

The initial phase will involve AT&T employees and is being initiated to ensure that BellSouth and AT&T have the proper operational processes in place to support a general local service offer by AT&T using unbundled network elements and UNE-P as customer connectivity options. During the course of this test, AT&T intends to issue orders to BellSouth which will mirror the general types of service requests we expect to get from customers when this offer becomes more widely available. The types of orders include, but are not limited to, establishing a new line to a customer, changing an existing BellSouth customer line to an AT&T customer, transitioning an AT&T local resale customer to UNE-P, installing and removing customer requested screening (e.g., block 900, prohibit collect calling to a customer's line), installing and removing features on the customer's line, changing a PIC code, etc.

Along with testing the operational processes, AT&T's other objectives include, but are not limited to, determining actual intervals for processing orders, delivering billing information and responding to repair requests, identifying process areas or systems interfaces which don't meet expectations and need to be refined (e.g., identifying where manual interventions are required), ensuring AT&T can receive all the recorded data necessary to bill end users, IXCs for interexchange access and LECs for reciprocal compensation, verifying that BellSouth can issue an accurate bill to AT&T for the unbundled network elements purchased, and establishing points of contact and escalation procedures.

It is our expectation that the initial test period will last for approximately 60 to 90 days, This should allow us time to establish the end user service and get through the BellSouth billing cycles. We would like to begin testing approximately April 16.

In summary, our expectation from our March 31 meeting is that BellSouth will respond to AT&T in our follow up meeting on April 7 with the following information:

- → Availability of EDI for ordering and provisioning of UNE-P; and identification of any manual processes.
- → BellSouth's requirements for ordering, provisioning and billing UNE-P
  - AT&T provided BellSouth with sample footprint order, proposing that all common elements be ordered on a single one-time basis for an entire market.
    - AT&T provided BellSouth with end-user form, LSR form, admin. form and combined loop/port form.
- → AT&T believes that no additional data elements are required for UNE-P compared to the resale forms. Any discrepancies should be identified by BellSouth.
- → BellSouth's requirements to transition customers from resale to UNE-P. AT&T requests details on BellSouth's process.

Robert, I appreciate your assistance in working with AT&T to develop an interim process for ordering and provisioning of UNE-P. Questions can be directed to me at 404-810-4929.

Sincerely.

James S. Hill

AT&T Negotiations and Implementation Manager

cc: Jessica Dickerson
Pam Nelson
Barbara Jenkins
Jill Williamson

# **ATTACHMENT 37b**



James S. Hilli Negotiations & Implementation Manager Room 12N13 Promenade II 1200 Peachtree St. NE Atlanta, GA 30309 404 810-4929

April 10, 1997

Mr. Robert Echols
BellSouth Telecommunications, Inc.
Account Executive
Suite 410
1960 West Exchange Place
Tucker, Georgia 30084

Robert.

This letter is a follow up to the April 7, 1997 meeting conducted between AT&T and BellSouth regarding Unbundled Network Elements Platform. The following categories are addressed in this letter as follows:

- BellSouth answers to AT&T questions
- Questions to which AT&T seeks answers by COB, April 16, 1997
- Timeline which was jointly developed by AT&T and BellSouth
- Interim Manual Ordering Process
- Action Items

BellSouth answers to AT&T questions. Note: If BellSouth's answers are misrepresented in this letter, please provide correcting comments:

AT&T Q:

Can UNE be ordered via Electronic Data Interface (EDI)?

BST A:

Yes, BellSouth is resolving issues which surface through the Resale

Service Readiness Test with AT&T.

AT&T Q:

When will BellSouth be capable of receiving UNE orders via EDI?

BST A:

BellSouth anticipates EDI capability in a limited fashion for UNE

orders by May 1, 1997.

AT&T Q:

Will BellSouth accept AT&T's footprint order for ordering Unbundled

Network Elements Platform (UNE-P) infrastructure for a

geographical area?

BST A:

Yes, BellSouth agrees with the concept of receiving a single UNE-P

order for a geographical area.

AT&T Q:

Does BellSouth require forms beyond the Local Services Request

(LSR) form, Administration form, End User form, Loop Element

form, and Switch Element form for ordering UNE P Loop

Combinations?

BST A:

No, the REQTYPE FID of the LSR form accommodates ordering

the Switch Element, Loop Element, and Network Interface Device in

•		combination by populating the field with an "M". No other forms are required.
•	AT&T Q:	What is the Firm Order Confirmation (FOC) interval for a UNE-P Combined Loop?
•	BST A:	The standard interval is 48 hours. BellSouth will work to meet a 24 hour interval.
•	AT&T Q:	Will the FOCs, order completions, and jeopardies follow the same rules as in resale?
	BST Q:	Yes
	AT&T Q: BST Q:	Are UNE P Loop Combination designed or non-designed? Non-Designed; i.e. POTS, if a Subscriber Loop Carrier is part of the loop, the circuit is considered non-design.
	AT&T Q:	When ordering UNE-P Loop Combinations, is a circuit identification associated with the elements?
•	BST A:	Yes, all account level information is deleted in the BellSouth databases.
-	AT&T Q:	Does each element of the UNE-P Loop Combination have its own circuit identification number?
	BST A:	No, only one circuit identification number exists for the entire UNE P Loop Combination circuit.
	AT&T Q:	Are customer service records associated with UNE-P circuits?
-	BST A:	No, the customer's account is deleted from the BellSouth databases.
•	AT&T Q:	Is a telephone number associated with UNE-P Loop Combination circuit identification number?
•	BST A:	Yes
	AT&T Q:	Does BellSouth maintain a customer account structure the same as in resale?
•	BST A:	No, AT&T becomes the customer of record and AT&T must maintain the information for their customer.
-	AT&T Q:	How does BellSouth associated Line Hunting and vertical features with a UNE-P Combination Loop?
	BST A:	The association will have to be made with the circuit identification.

### Questions to which AT&T seeks answers by COB April 16, 1997:

Are additional data elements required for UNE-Platform forms compared to resale forms?

Will BellSouth disconnect and reconnect customer service when transitioning from resale to UNE Platform Loop Combinations?

Does BellSouth store relationships between BTN and WTN as well as the relationship between the UNE elements? If BellSouth does not store information at the customer account level, how do they handle services that require relationships across lines (e.g., hunting)?

Please identify which operational processes differ between Resale and UNE-P and what differences exist. i.e., Pre-Ordering, Ordering/Provisioning, Maintenance, Billing & Account Maintenance.

Timeline: Attached is the timeline jointly developed by AT&T and BellSouth for the AT&T/ BellSouth UNE Platform trial.

April 16	AT&T will send a foorprint order and 4 end-user orders to BellSouth
April 23	(NLT) Footprint order completed by BellSouth (Note: A five day interval was selected for this phase of the test with no commitment or agreement by either AT&T or BellSouth that five days is either a standard interval or an acceptable interval).
April 25	UNE-P end user orders completed by BellSouth
April 28	Systems Requirements and Eye-chart completed and agreed to by BellSouth and AT&T
May 1	BellSouth EDI interface available for UNE-P orders
Mạy 8	AT&T sends next set of test orders to BellSouth over the EDI interface

#### Interim Manual Ordering Process:

BellSouth has requested that until EDI is functional for UNE-P, manual orders be directed to the AT&T account team. AT&T is agreeable to the interim process. It is assumed that the account team has their appropriate forces prepared to receive the first manual orders on April16, 1997 (one footprint infrastructure order for the Miami, Florida geographical area and four customer UNE-P combined loop orders).

#### Action items:

Robert Echols committed to coordinate internal resources to be available at the April 18, 1997 meeting between AT&T and BellSouth to discuss the eye charts for the UNE Platform Ordering Process.

AT&T and BellSouth will complete the eye charts by April 28, 1997.

Robert Echols will investigate BellSouth's position regarding UNE Platform testing in Florida in the absence of an Interconnection Agreement between AT&T and BellSouth.

Robert, if any of BellSouth's answers or action items are misrepresented in this letter, please provide correcting comments.

Please provide a written response to questions by close of business, April 16, 1997.

Questions can be directed to me at 404-810-4929.

Sincerely,

James S. Hill

Junes >

Copy to:

Jessica Dickerson

Terrie Hudson
Jill Williamson
Robert Oakes
Barbara Jenkins
Pamela Nelson

# ATTACHMENT 37c



James S. Hilli Negotiations & Implementation Manager Room 12N13 Promenade II 1200 Peachtree St. NE Atlanta, GA 30309 404 810-4929

May 12, 1997

Mr. Robert Echols
BellSouth Telecommunications, Inc.
Account Executive
Suite 410
1960 West Exchange Place
Tucker, Georgia 30084

#### Robert,

This letter is to express my concern over the lack of commitment and responsiveness AT&T has been receiving from representatives at BellSouth. We have been discussing UNE-P since March 31, yet the progress made to date has been minimal.

Our attempts to gain ground on various issues around UNE-P have been thwarted either by lack of BellSouth subject matter experts (SMEs) or the inability of BellSouth to respond with comprehensive information or in some cases, no response or information.

Specifically, some of the examples of this, in chronological order are:

DATE	<u>ACTIVITY</u>
3/31/97	BellSouth commits to bring SMEs to next meeting on April 7
4/7/97	BellSouth & AT&T meet, but no SMEs are present; BellSouth
	indicates they are on vacation, but will be at next meeting on 4/23
4/22/97	BellSouth Account Team notifies AT&T that no SMEs will be at the
	meeting on 4/23; Account Team will be the only interface available to AT&T
4/23/97	AT&T & BellSouth meet - no SMEs present; AT&T requests that
	they meet with the Account Team on a daily basis to facilitate issue resolution; BellSouth agrees - daily meetings to begin on Monday, May 28 from 8 - 9 am. During this meeting, BellSouth also agrees to make SMEs available via conference call for Monday, April 28 to review and agree on the UNE-P I-chart
4/25/97	BellSouth advises AT&T that the I-chart meeting scheduled for Monday, April 28 will not take place; most likely will take place on Tuesday or Wednesday
4/28/97	BellSouth advises AT&T that the UNE-P I-chart meeting will not take place